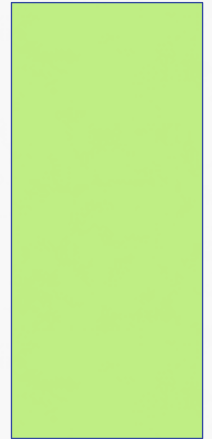




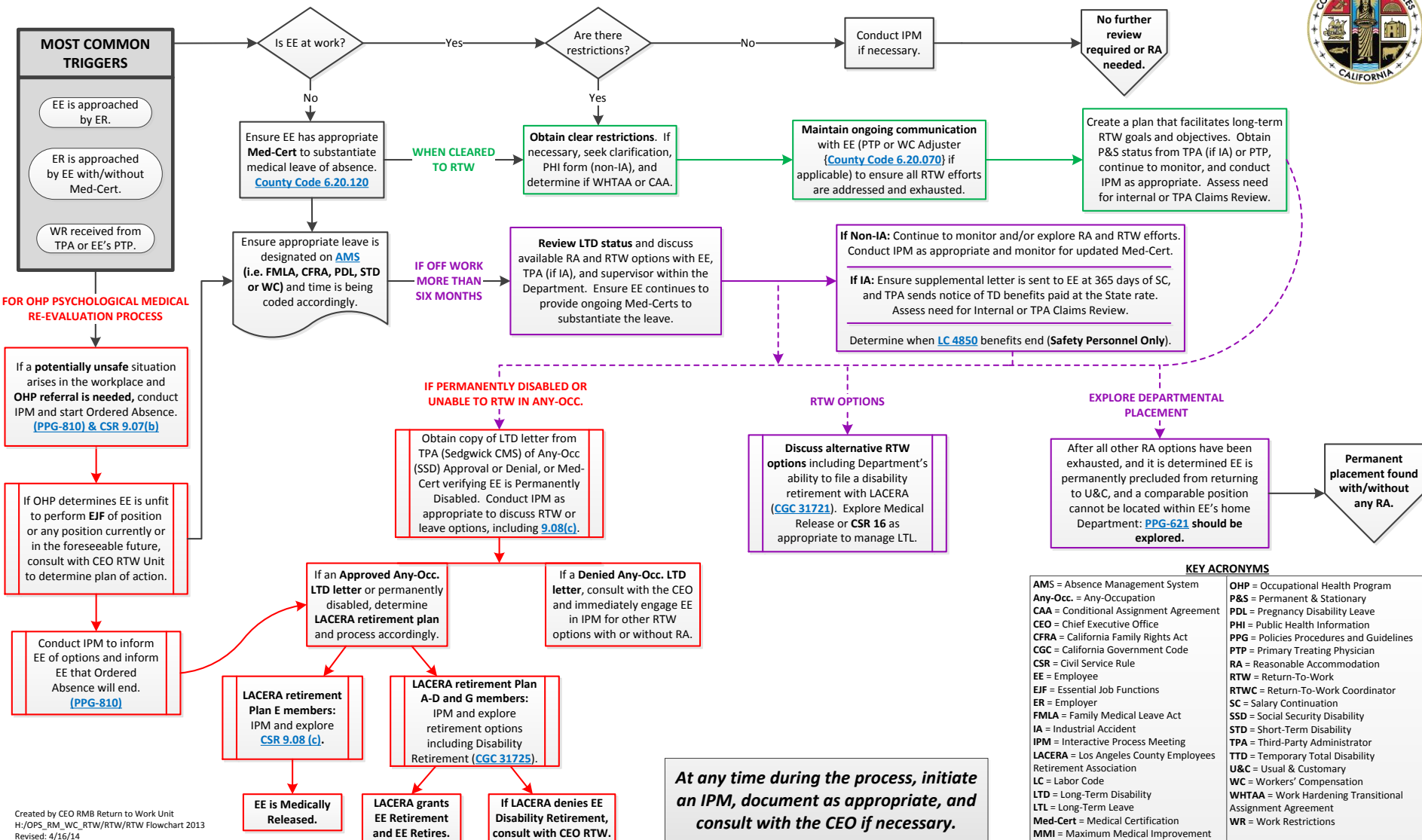
CEO Disability Management Unit Return-to-Work Training

RETURN-TO-WORK OVERVIEW

OCTOBER 2ND, 2014



RETURN-TO-WORK FLOW CHART



RETURN-TO-WORK FLOW CHART

- The Flow Chart is accessible via the CEO, Return-to-Work Unit's website at:

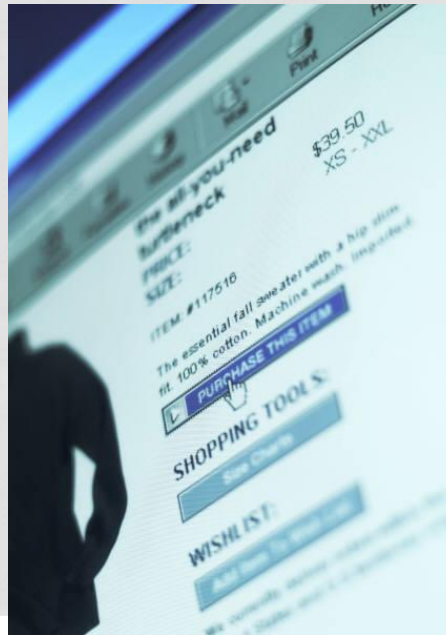
http://ceo.lacounty.gov/RTW/rtw_default.htm

- Then click on "County of Los Angeles RTW Flow Chart" on the left side.

RETURN-TO-WORK MANUAL

- The manual is accessible via the CEO website at:

<http://ceo.lacounty.gov/mpn/>

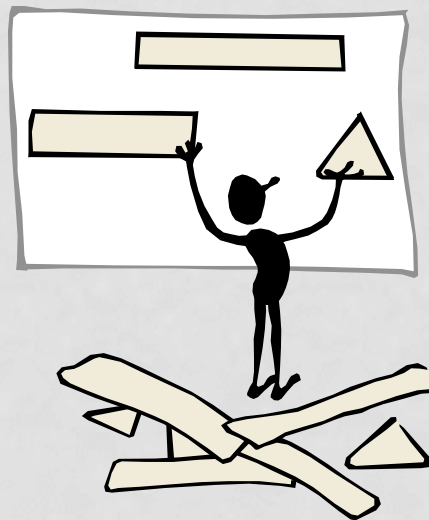


MANUAL CONTENT INCLUDES...

- File Management procedures
- Protocols
- RTW Flow Chart
- RTW Process Timeline
- Glossary of terms
- Contacts
- Attachments including forms and policies

REVISIONS MADE IN JULY 2014

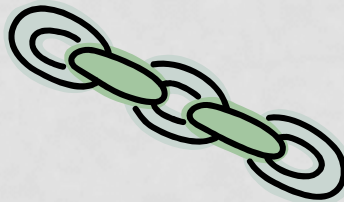
- Sections that were revised:
 - Interactive Process Meeting page 11
 - Short Term Disability page 21
 - Long Term Disability page 24
 - Medical Release process page 27
 - Glossary page 42



REVISIONS MADE IN JULY 2014

- What's new:
 - “What is ADA and FEHA?” and Reasonable Accommodation page 2
 - Transitional Return-to-Work page 22
 - Occupational Health Programs page 29

Hyperlinks have been added throughout the manual.



REVISIONS MADE IN JULY 2014

- Forms that have been added:
 - Return-to-Work Flow Chart page 34
 - Temporary RTW Agreement
(replaces the WHTAA and CAA) Attachment I
 - Proper Usage of the WHTAA/CAA Attachment J
 - Notice of Offer of Regular, Modified, or
Alternative Work for injuries occurring on
or after 1/1/13 (DWC-AD 10133.35) Attachment M
 - Proper Usage of the DWC-AD 10133.35 Attachment N
 - PPG 601 (Return-to-Work) Attachment U

Hyperlinks have been added throughout the manual.

QUESTIONS?

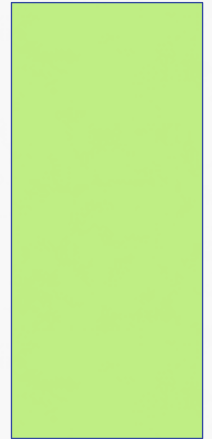




CEO Disability Management Unit Return-to-Work Training

THE INTERACTIVE PROCESS PROTOCOL AND FILE MANAGEMENT

OCTOBER 2ND, 2014



WHAT IS INTERACTIVE PROCESS?

The Interactive Process Meeting (IPM) is a dialogue between an employer and employee with a known disability to determine whether there is a reasonable accommodation that would enable the employee to perform the essential functions of the job.

TRIGGERS

➤ **Most common triggers:**

- ❖ Verbal – Employer approached by employee
- ❖ Non verbal – Employer observes change in performance
- ❖ Medical certification from employee's treating health care professional
- ❖ Work restriction letter from Third Party Administrator (TPA)

GOOD FAITH

INCLUDES A COOPERATIVE EFFORT IN A NEUTRAL ENVIRONMENT

- Good faith implies **ongoing** communication with employee in various forms.
- Multiple IPMs may be necessary and often are required in providing an effective reasonable accommodation.
- Being respectful, courteous, and objective when communicating with employees is crucial in establishing and maintaining ongoing good faith interaction through the process.



WHO MAY ATTEND AN IPM

- Return-to-Work (RTW) Coordinator
- Line Supervisor of Usual and Customary (U&C) position and/or light duty assignment
- Subject matter expert, as necessary
- Employee representative, if necessary

PREPARATION OF IPM

Whenever possible, to ensure a productive meeting, the RTW Coordinator should:

- Obtain all current medical certification(s);
- Verify employee's current work status;
- Review disability and/or workers' compensation files;
- Identify potential temporary tasks that adhere to the employee's known restrictions;
- If the restrictions are the result of a workers' compensation claim, contact the TPA to obtain current claim status;

WHAT SHOULD OCCUR

- IPMs may be done in person or telephonically.
- Prepare/gather the IPM document and any other documents, as appropriate.
- Discuss and review Essential Job Functions (EJF) of U&C.
- Review medical certification.
- Cooperative discussions to achieve an appropriate resolution to the employee's status.

WHAT SHOULD OCCUR

- All IPMs should be documented on the IPM document, and the employee should receive a follow up letter reflecting all that was discussed and a “Plan of Action” including a specific follow up date, when appropriate.
- All IPM documents must include signatures of all who were present at the meeting. If telephonic, note it on the signature line.
- Follow up with employee and supervisor to ensure there are no problems and document all interactions.

INTERACTIVE PROCESS MEETING (IPM) DOCUMENT

ATTACHMENT F RETURN-TO-WORK MANUAL

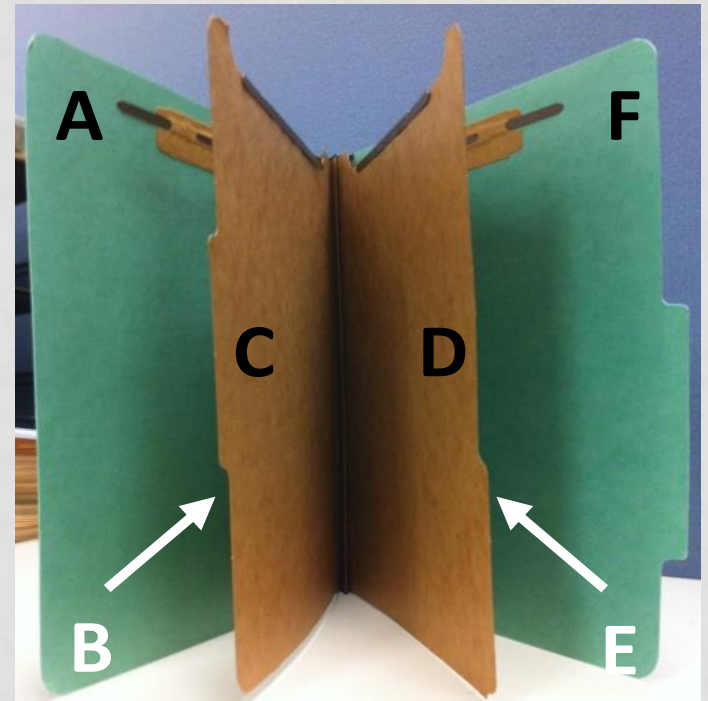
AUTHORIZATION FOR REQUEST OR USE/DISCLOSURE OF PROTECTED HEALTH INFORMATION (PHI)

ATTACHMENT H RETURN-TO WORK-MANUAL

FILE SECTIONS

- ▶ **Section A** - Initial Reporting
- ▶ **Section B** - Logs/Notes
- ▶ **Section C** - Medical
Certifications and
Restrictions
- ▶ **Section D** - Accommodations
and Agreements
- ▶ **Section E** - Employee
Communications
- ▶ **Section F** - Miscellaneous

**The Return-To-Work File
Effective September 15, 2013**



FILE MANAGEMENT

RTW files should be maintained in a six-section folder and include, but not be limited to:

A. Initial Reporting

- Employee Profile Sheet on top (Mandatory)

- 5020

- DWC-1

- EE Receipt of Packet

- Employee's Incident Report

- RU-91 (Job Description)

- RTW Timeline Checklist (Optional)

FILE MANAGEMENT

Cont.

B. Logs/Notes

- Activity Log on top (Mandatory)

- Phone Logs

- Legal Correspondence

C. Medical Certifications and Restrictions

- Medical Certifications

- Work Restriction Letters

- OHP Documentation

- Authorization for PHI

FILE MANAGEMENT

Cont.

- D.** Accommodations and Agreements
 - IPM Summaries including job offer letters
 - Work Hardening Transitional Assignment Agreements
 - Conditional Assignment Agreements
 - Job Offers (state forms)
 - Medical Releases

- E.** Employee Communication
 - Benefit Notices
 - ERTW Letters
 - Clarification/assessment letters sent to doctors
 - FMLA notifications and documentation

FILE MANAGEMENT

Cont.

- F.** Miscellaneous
 - STD/LTD Documents
 - Wage Statements
 - Job Skills Interview forms
 - Job Placement Request forms

EMPLOYEE PROFILE (I/A AND NON-I/A)

ATTACHMENT A RETURN-TO-WORK MANUAL

ACTIVITY SHEET WITH PLAN OF ACTION

ATTACHMENT B RETURN-TO-WORK MANUAL

QUESTIONS???

